GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:287
ANSWERED ON:03.12.2003
INTERNET SERVICE
M. JAGANNATH

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether any study has been conducted recently by the Telecom Regulatory Authority of India on the quality of Internet Service in the country;

(b) if so, the outcome thereof; and

(c) the remedial measures taken or proposed to be taken to improve the existing internet service and to meet the burgeoning demand of internet users in the coming years?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN)

(a) &(b) As per the TRAI Act 1997, as amended by TRAI (Amendment) Act, 2000, TRAI is mandated to lay down standard of Quality of service to be provided by the service providers. TRAI has also to ensure the quality of service and conduct periodical survey of such service provided by service providers so as to protect interest of the consumers of telecommunication service. Accordingly an online survey has been conducted by TRAI to find out the customers'perception of the quality of Internet service rendered during the period May 2003 to June, 2003. The relevant summary of the findings is given in the Annexure.

(c) Based on the inputs received after the online survey, further technical study has been undertaken by TRAI to identify the bottlenecks contributing to poor quality of internet services. Based on the study, TRAI hasproposed to take steps for increasing the international bandwidth, reducing the frequent disconnections and improvement in the help desk service being given by different ISPs.

Annexure

SSUMMARY OF FINDINGS

1. Whether ISP customers are able to start Internet within 6 hours after getting connection from ISP ?

ISP	% of USERS THAT ARE NOT ABLE TO BE CONNECTED EVEN AFTER 6 HRS
VSNL	18
SATYAM/SIFY	3.05
DISHNET	9.1
BSNL/DOT	37
MANTRAONLINE	2.63
MTNL	9.75
OTHERS	20.51

3. How many times customers are facing no reply condition when dial up connection is attempted in a month ?

ISP	% THAT MET NO REPLY >4 TIMES LAST MONTH
VSNL	49.03
SATYAM/SIFY	8.21
DISHNET	20.14
BSNL/DOT	49.03
MANTRAONLINE	23.68
MTNL	42.68
OTHERS	19.31

6. Are the ISPs satisfying the expectation of a minimum speed of 28.8 Kbps

ISP NAME	% OF USERS THAT ARE NOT ABLE TO GET MINIMUM SPEED OF 28.8 KBPS
VSNL	65.37
SATYAM/SIFY	16.4
DISHNET	46.17
BSNL/DOT	71.4
MANTRAONLINE	31.57
MTNL	73.13
OTHERS	51.1

7. Variation in the night and day time performance of the service provided by various ISPs.
Most of the users claim to have faster night time access than the daytime.

8. Break up of user satisfaction for each ISP

ISP NAME	UNSATISFIED CUSTOMERS
VSNL	34.06
SATYAM/SIFY	5.86
DISHNET	10.51
BSNL/DOT	50.19
MANTRAONLINE	28.94
MTNL	42.68
OTHERS	20.73